

WHAT IS CLAIMED IS:

1. A method for procuring telecommunications offerings on-line, comprising:
presenting a graphical user interface (GUI), comprising,
a telecommunications offerings region located in a portion of the GUI,
the telecommunications offerings region including,
a voice telecommunications offerings sub-region for providing access to voice telecommunications offerings,
an Internet telecommunications offerings sub-region for providing access to Internet telecommunications offerings, and
a mobile telecommunications offerings sub-region for providing access to mobile telecommunications offerings.
2. The GUI of claim 1, wherein each of the voice, Internet and mobile telecommunications offerings sub-regions includes a dropdown menu for displaying telecommunications offerings included therein.
3. The GUI of claim 2, wherein each of the voice, Internet and mobile telecommunications offerings sub-regions includes a high level description of the telecommunications offerings included therein; and
the dropdown menu is configured to display over the high level description.
4. The GUI of claim 2, wherein the voice offerings dropdown menu includes at least one of a web link to a complete calling package of telecommunications offering, a web link to a long distance telecommunications offering, a web link to a toll free telecommunications offering, a web link to a conferencing telecommunication offering, and web link to a calling card telecommunications offering.
5. The GUI of claim 2, wherein the Internet telecommunications offerings dropdown menu includes at least one of a web link to a dial up Internet telecommunications offering, and a web link to a dedicated Internet telecommunications offering.
6. The GUI of claim 2, wherein the mobile telecommunications offerings dropdown menu includes at least one of a web link to a paging telecommunications offering, a web link to a conferencing telecommunications offering, a web link to a calling card telecommunication

offerings, and a web link to dial up telecommunications offering.

7. The GUI of claim 1, further comprising:

an account access region configured to provide log in and password retrieval functions for existing customers, and to provide a registration function for new customers; and

a service and support region configured to provide a support information function and one of an on-line chat and instant messaging functions.

8. The GUI of claim 7, wherein after an existing customer logs in via the log in function, the log in function of the account access region is replaced with a log out function and a welcome message; and

the password retrieval and registration functions are replaced with account review, saved product information, notification list, invite colleagues and profile editing functions.

9. The GUI of claim 1, further comprising a region in the GUI for displaying a graphic related to the telecommunications offerings.

10. The GUI of claim 1, further comprising:

a region in the GUI for providing web links to shopping cart, search, glossary, and help functions, and web links to privacy and web site information.

11. The GUI of claim 7, wherein the service and support region includes a web link to an online tool for matching a telecommunications offering with needs of a customer.

12. The GUI of claim 7, wherein the service and support region includes a web link to an on-line tool for qualifying a customer for a telecommunications offering.

13. The GUI of claim 7, wherein the service and support region includes a web link to an on-line demonstration of a process for procuring a telecommunications offering.

14. The GUI of claim 7, wherein the service and support region includes a web link to an on-line shared white board for network diagramming.

15. The GUI of claim 7, wherein the service and support region includes a web link to at least one of listings of partner telecommunications offerings and services available for research and purchase on-line, information describing how specific telecommunications offerings can help businesses and information highlighting growth telecommunications offerings and services.

16. The GUI of claim 7, wherein the account access region includes at least one of a web

link to content personalized for an existing customer; a web link for providing access to existing orders, a web link an electronic billing application; a web link to an order tracking function; a web link to a status checking function; and a web link for at least one of sending a page, scheduling a conference call, providing online directory assistance, and providing access to tailored information on one of telecommunications offerings ordered and related telecommunications offerings.

17. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 1.

18. A computer system including a browser configured to display the GUI recited in claim 1.

19. A server including a server program configured to transmit data for displaying the GUI recited in claim 1.

20. A method for servicing telecommunications offerings on-line, comprising:
presenting a graphical user interface (GUI), comprising,
a search region located in a central portion of the GUI, the search region including a search for dropdown list, a search criteria sub-region, and reset and search buttons; and
a tab region located in an upper portion of the GUI and including log off, user home, manage agents, customer home, shop, and cart tabs,

wherein the search for dropdown list is configured to select from a plurality of search items, including orders, customers, and move, change or disconnection (MCD) of an order, the search criteria sub-region is configured with fields and dropdown lists for entering search criteria information for a selected search item, the reset button is configured to clear entered search criteria information, the search button is configured to perform a search based on entered search criteria information, the log off tab is configured to log off a user from an on-line session, the user home tab is configured to display the search region, the manage agents tab is configured to display a window for creating and managing users of the GUI, the customer home tab is configured to display a customer facing GUI, the shop tab is configured to display web links to information on the telecommunications offerings, and the cart tab is configured to display a window including a shopping cart function.

21. The GUI of claim 20, wherein the GUI is configured to provide order and status tracking functions via the order item from the search for dropdown list, the search criteria information for the selected search item, and the search button.

22. The GUI of claim 20, wherein the GUI is configured to provide an order entry function via the shop and cart tabs.

23. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 20.

24. A computer system including a browser configured to display the GUI recited in claim 20.

25. A server including a server program configured to transmit data for displaying the GUI recited in claim 20.

26. A method for generating a graphical user interface (GUI) for procuring telecommunications offerings on-line, comprising:

generating a telecommunications offerings region located in a portion of the GUI;

generating, in the telecommunications offerings region, a voice telecommunications offerings sub-region for providing access to voice telecommunications offerings;

generating, in the telecommunications offerings region, an Internet telecommunications offerings sub-region for providing access to Internet telecommunications offerings; and

generating, in the telecommunications offerings region, a mobile telecommunications offerings sub-region for providing access to mobile telecommunications offerings.

27. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 26.

28. A server including a server program configured to transmit data for performing the steps recited in claim 26.

29. A method for generating a graphical user interface (GUI) for servicing telecommunications offerings on-line, comprising:

generating a search region located in a central portion of the GUI, the search region including a search for dropdown list, a search criteria sub-region, and reset and search buttons; and

generating a tab region located in an upper portion of the GUI and including log off, user home, manage agents, customer home, shop, and cart tabs,

wherein the search for dropdown list is configured to select from a plurality of search items, including orders, customers, and move, change or disconnection (MCD) of an order, the search criteria sub-region is configured with fields and dropdown lists for entering search criteria information for a selected search item, the reset button is configured to clear entered search criteria information, the search button is configured to perform a search based on entered search criteria information, the log off tab is configured to log off a user from an on-line session, the user home tab is configured to display the search region, the manage agents tab is configured to display a window for creating and managing users of the GUI, the customer home tab is configured to display a customer facing GUI, the shop tab is configured to display web links to information on the telecommunications offerings, and the cart tab is configured to display a window including a shopping cart function.

30. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 29.

31. A server including a server program configured to transmit data for performing the steps recited in claim 29.

32. A method for generating graphical user interfaces (GUIs) for procuring and servicing telecommunications offerings on-line, comprising:

generating a telecommunications offerings region located in a portion of a first GUI;

generating, in the telecommunications offerings region, a voice telecommunications offerings sub-region for providing access to voice telecommunications offerings;

generating, in the telecommunications offerings region, an Internet telecommunications offerings sub-region for providing access to Internet telecommunications offerings;

generating, in the telecommunications offerings region, a mobile telecommunications offerings sub-region for providing access to mobile telecommunications offerings;

generating a search region located in a central portion of a second GUI, the search region including a search for dropdown list, a search criteria sub-region, and reset and search buttons;
and

generating a tab region located in an upper portion of the second GUI and including log off, user home, manage agents, customer home, shop, and cart tabs.

33. The method of claim 32, wherein the search for dropdown list is configured to select from a plurality of search items, including orders, customers, and move, change or disconnection (MCD) of an order, the search criteria sub-region is configured with fields and dropdown lists for entering search criteria information for a selected search item, the reset button is configured to clear entered search criteria information, the search button is configured to perform a search based on entered search criteria information, the log off tab is configured to log off a user from an on-line session, the user home tab is configured to display the search region, the manage agents tab is configured to display a window for creating and managing users of the GUI, the customer home tab is configured to display a customer facing GUI, the shop tab is configured to display web links to information on the telecommunications offerings, and the cart tab is configured to display a window including a shopping cart function.

34. Computer-readable media storing computer-executable instructions for performing the steps recited in claim 32.

35. A system for procuring and servicing telecommunications offerings on-line, comprising:

a server including a server program configured to transmit data for generating a customer GUI on a customer computer, the customer GUI including a telecommunications offerings region, including a voice telecommunications offerings sub-region for providing access to voice telecommunications offerings, an Internet telecommunications offerings sub-region for providing access to Internet telecommunications offerings, and a mobile telecommunications offerings sub-region for providing access to mobile telecommunications offerings;

the server program configured to generate a back office GUI on a back office computer, the back office GUI including a search region located in a central portion thereof and including a search for dropdown list, a search criteria sub-region, and reset and search buttons; and

the back office GUI including a tab region located in an upper portion thereof and including log off, user home, manage agents, customer home, shop, and cart tabs.

36. The system of claim 35, wherein the search for dropdown list is configured to select

from a plurality of search items, including orders, customers, and move, change or disconnection (MCD) of an order, the search criteria sub-region is configured with fields and dropdown lists for entering search criteria information for a selected search item, the reset button is configured to clear entered search criteria information, the search button is configured to perform a search based on entered search criteria information, the log off tab is configured to log off a user from an on-line session, the user home tab is configured to display the search region, the manage agents tab is configured to display a window for creating and managing users of the back office GUI, the customer home tab is configured to display a customer facing GUI, the shop tab is configured to display web links to information on the telecommunications offerings, and the cart tab is configured to display a window including a shopping cart function.

37. A graphical user interface (GUI) apparatus for procuring telecommunications offerings on-line, comprising:

means for generating a telecommunications offerings region located in a portion of the GUI;

means for generating, in the telecommunications offerings region, a voice telecommunications offerings sub-region for providing access to voice telecommunications offerings;

means for generating, in the telecommunications offerings region, an Internet telecommunications offerings sub-region for providing access to Internet telecommunications offerings; and

means for generating, in the telecommunications offerings region, a mobile telecommunications offerings sub-region for providing access to mobile telecommunications offerings.

38. A graphical user interface (GUI) apparatus for servicing telecommunications offerings on-line, comprising:

means for generating a search region located in a central portion of the GUI, the search region including a search for dropdown list, a search criteria sub-region, and reset and search buttons; and

means for generating a tab region located in an upper portion of the GUI and including

log off, user home, manage agents, customer home, shop, and cart tabs,

wherein the search for dropdown list is configured to select from a plurality of search items, including orders, customers, and move, change or disconnection (MCD) of an order, the search criteria sub-region is configured with fields and dropdown lists for entering search criteria information for a selected search item, the reset button is configured to clear entered search criteria information, the search button is configured to perform a search based on entered search criteria information, the log off tab is configured to log off a user from an on-line session, the user home tab is configured to display the search region, the manage agents tab is configured to display a window for creating and managing users of the GUI, the customer home tab is configured to display a customer facing GUI, the shop tab is configured to display web links to information on the telecommunications offerings, and the cart tab is configured to display a window including a shopping cart function.